



November 2006
FLSA: NON-EXEMPT

POLICE SERVICES OFFICER

DEFINITION

Under general supervision, performs a variety of complex activities in administering non-sworn police support services and programs for the City's Police Department; provides comprehensive staff support to an assigned Police Sergeant on a wide variety of programs, projects, and services; responds to public requests; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a journey-level, non-sworn, classification in the Police Department. The incumbent performs various administrative and patrol duties in support of designated program management activities and is responsible for providing administrative-level support to the assigned management staff in a variety of areas. This class is distinguished from other administrative classifications in that it functions at a higher and more complex support role and may have a specialization in specific programs and related activities.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

When performing all assignments:

- Takes information from the public regarding thefts, accidents, lost and found property and other incidents that do not require the presence of a law enforcement officer at the scene; completes standard police reports for review by sworn officers.
- Performs required follow-up functions on crime reports, including booking found property, serving subpoenas, taking missing person, vehicle burglary, forgery, and vandalism reports, investigating fraud, performing assigned evidence work such as latent fingerprint dusting, and gathering fingerprints as needed.
- Assists in booking, fingerprinting, searching and transporting prisoners as required; periodically checks individuals held in detention facilities.
- Provides comprehensive staff support to the Police Department on a wide variety of programs, projects, and services.
- Provides initial non-emergency contact with the public and representatives of other agencies requesting police records or related services at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies and procedures or directs the caller to the proper individual or agency.

- Provides applications for a variety of permits and licenses to the public; explains policies and procedures and processes completed forms.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- Interprets Federal, State and local legislation, policies, laws, codes and regulations; research, analyze and coordinate their application to the City's operations.
- Prepares and processes a variety of reports and records using a word processor and/or typewriter and following established formats, distributes to the proper individual or agency, files reports, and maintains automated or manual logs of departmental actions.
- May process warrants and subpoenas, confirming information provided; distributes them to sworn personnel; maintains status and disposition records and notifies appropriate agencies as required.
- Performs other duties as assigned.

When performing offender registration:

- Reviews and completes forms and paperwork on, and photographs each registrant; inputs data into software; forwards information onto appropriate agency; reviews files with and answers questions of each registrant.
- Conducts follow-up on registration requirements as needed.
- Runs background checks on registrants.
- Maintains data for police department and community use.

When performing patrol activities:

- Patrols City streets and facilities to provide security support; follows-up on complaints regarding abandoned vehicles; issues citations and arranges for the towing or other abatement of abandoned or illegally parked vehicles.
- Patrols apartment complexes owned by the Housing Authority in efforts to deter crime, including communicating with residents regarding on-going crime related problems, taking crime reports, and providing support to crime victims.
- Monitors and assists sworn officers in DUI checkpoints, controlling traffic, and crowd control as required.
- Assists sworn staff with investigations including evidence collection and searches at crime scenes.
- Transports patrol vehicles, radios, and other equipment for maintenance to appropriate destination.
- Performs required research in order to locate information for the police use, including gathering available information on possible drug houses, wanted and paroled persons, and property owners as necessary.
- Responds to traffic collisions and takes reports.
- Performs additional duties as needed in the absence of the Animal Control Officer and other assigned police support personnel.

When performing public information activities:

- Assists in the formulation and development of a program of public information and education on the use of the Police Department facilities, programs, activities, and services by selecting, preparing, and distributing publicity releases through all available media; arranges information news releases and performs other related duties in the distribution of information.
- Receives inquiries and provides information to the public regarding a wide variety of crime prevention topics, including drafting and sending out new releases on related issues and successfully communicating with a variety of news media.
- Plans and promotes local community events related to crime prevention and safety, including determining appropriate events and taking appropriate measures to ensure successful implementation.

- Coordinates child safety seat checks to ensure proper installation and usage for interested parties.
- Prepares and assists with the development of various public announcements.

When performing investigation activities:

- Reviews, performs follow-up on, and supplies briefing information, collects x-rays, skeletal x-rays, and photos, collects DNA samples, makes copies of reports for the Department of Justice, writes clearances and ensures that dispatch clears MP or RJ cases, maintains files and logs on all missing persons and runaway juveniles; assists in monthly Department of Justice records audit pertaining to follow-up and information on missing persons and runaway juveniles.
- Performs follow-up on major crime reports.
- Assists the assigned unit as needed by running RAPS, DMV checks, CAD research, transcribing tapes, answering phones, indexing into Case Management system personnel assigned to cases, and picking up and delivering items pertaining to a case.
- Receives, logs, distributes, and replies to requests for information from the District Attorney's office.
- Maintains, orders, and logs supplies needed for the assigned unit.
- Maintains and balances the petty cash fund.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles and practices of law enforcement agencies including crime scene investigations and evidence retention practices and regulations.
- Applicable Federal, State, and local laws, regulations, policies and statutes.
- Legislative activities of Federal, State and local governments.
- Activities and programs of the City's Police Department.
- Modern and complex principles and practices of program development and administration.
- Recent developments, current literature and sources of information related to functional areas.
- Principles and techniques used in the conduct of an effective public information and publicity program for a City or large public agency.
- Principles, practices and procedures related to media relations, reporting, and news writing.
- Principles and practices of records management.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- Correct English usage, including spelling, grammar and punctuation.
- Techniques for effectively dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.

Ability to:

- Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
- Obtain necessary information from individuals in stressful or emergency situations.
- Interpret, apply and explain complex laws, codes, regulations and ordinances.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Perform technical, detailed and responsible office support work.
- Operate radio communication equipment.
- Compose correspondence independently or from brief instructions.
- Compile and summarize information to prepare clear and accurate reports.
- Use sound, independent judgment within legal, policy and procedural guidelines.
- If applicable, plan, organize, and coordinate a variety of public information, media and legislative related activities and programs.
- If applicable, develop effective public and community outreach strategies and campaigns; work effectively with diverse groups; listen to and discuss problems and complaints tactfully.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree in criminal justice or a related field, and two (2) years of related administrative support experience.

License:

- Valid California class C driver's license with satisfactory driving record.
- National Crime Information Center (NCIC) Certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; maintain P.O.S.T. Traffic Investigation standards, including mobility and physical strength and stamina to respond to emergency situations and accidents; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, climbing and descending structures to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate police services equipment. Positions in this classification frequently bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.